

**Visitor's Policy:**

Visiting hours for patients on the wards are from 1000-2100. Special needs should be addressed with the nurse in charge of the ward.

**Lost and Found:** Patients with lost articles should first check with the Security Office in room 1E26 on the 1st floor, or call 938-4624. Items of high dollar value may be taken to the Business Office and secured in the safe 938-3306

**Dining Facility:** Patients and their guests are eligible to use the KACH Dining Facility located on the 2nd floor. The hours of operation are: Breakfast 0630-1000 and Lunch 1100-1400. Sorry, we are closed weekends and federal holidays.

**Pharmacy Information:**

**Call-In Refill Service:** 938-2527 (24 hrs/7 days)  
You can call in your refill on the automated 24-hour refill prescription system. This will save you time at the pharmacy pick-up window. After requesting the refill, simply come to the pharmacy window with the patient's identification card and pick up the refilled prescription.

**Drug Allergies** – If you have a drug allergy you must tell the pharmacist to make sure it is properly documented in your medication profile. Some examples are: penicillin (rash), sulfa (rash), etc. Always check with the pharmacist.

**Adverse Drug Reactions** – If you experience an adverse drug reaction to a prescribed medication, please notify anyone in Pharmacy or your physician.

**Q-Matic Number System** – The Pharmacy has a number system where you take a number and wait in the waiting area until the number is displayed. This keeps the hallways clear of people and fosters patient confidentiality at all times. Please make sure we have the right information on the back of your paper civilian prescription(s). There is a pharmacy stamp placed on the table near the number system. Please fill out all the information asked on the stamp.

**Our Mission**

United States Army Medical Activity West Point continuously provides quality healthcare, medical training and support within the Northeast Region in order to enhance all levels of medical readiness.

**Our Vision**

USA Medical Activity West Point will be:  
The destination of choice for patient-focused quality healthcare delivery; The leader in medical readiness providing a healthy, deployable force; Dynamic, effective and integral to the wellness, health protection and emergency preparedness of the supported communities within the Northeast Region; Invaluable to the Army and the United States Military Academy through contributions of world-class sports medicine programs and force health protection training of future leaders.

**American Red Cross Volunteers** work throughout the hospital. The Chief of Personnel serves as the American Red Cross liaison for KACH. Individuals interested in becoming American Red Cross Volunteers may register at the Red Cross Office in Building 622.

Red Cross Volunteer Chairperson 938-4365

Information Desk Chairperson 938-5169

**Patient Representative:** The Patient Representative investigates and resolves patient complaints received in person, by letter, or telephone. He/she responds to patient requests for assistance on hospital policy, procedures and regulations. S/he assists hospital staff with resolution of complaints, advises management on administrative issues and delivery of services to patients. This office is located on the 1st floor. 938-5874.

**Health Benefits Advisors/Debt Collection**

**Assistance Officers:** provide detailed information, as well as forms and pamphlets, to eligible beneficiaries regarding medical benefits under TRICARE. They are the liaison for specialty care referral problems and assist beneficiaries in resolving medical claims that have resulted in referral to collection companies or adverse credit ratings. Health Benefits Advisors are also referred to as Beneficiary counselor and Assistance Coordinators (BCAC). Located on the 1st floor in the Patient Service Center. 938-4838

WELCOME  
To  
Keller Army Community Hospital



Your good health and well being are our number one priority. Our aim is to surpass your expectations while we satisfy your health care needs. We are focused on providing the most comprehensive health care possible to you and your family in an environment that demonstrates genuine concern for your welfare and individual needs.

This brochure is designed to assist you in finding the health care personnel who can answer your questions or help you with your concerns.

For more information you can visit our official website at: [www.usma.edu/meddac](http://www.usma.edu/meddac)

For more information about TRICARE you can visit their official website at:  
[www.tricare.osd.mil](http://www.tricare.osd.mil)

Please let us know how we can make your visit more pleasant.

Keller Army Community Hospital  
900 Washington Road  
West Point, NY 10996

Front Desk/Information 845-938-5169

**Appointments - Keller Appointment Center:**

(845) 938-7992 or (800) 552-2907. Appointments for medical care received at Keller Army Community Hospital or at a specialty clinic in Building 606 are made by calling the Keller Appointment Center.

Except for federal holidays, the Appointment Center is open from 0600 to 1900, Monday through Friday.

In the event of base closure due to inclement weather or other reasons, please call the Appointment Center to receive special instructions.

**Primary Care Late Arrival Policy:** Sometimes circumstances beyond your control make you late for an appointment. We will do our best to see you under these guidelines: Patients who arrive 1-10 minutes late will be seen. Patients who arrive 11-20 minutes late may: reschedule the appointment, wait to see the provider at the end of clinic (if available), or see another provider who may have an open appointment. Patients who are more than 20 minutes late must reschedule the appointment.

**Active Duty Sick Call Hours:** Monday-Friday, 0730 to 0815. Located in the Emergency Room. No appointment required.

**Children:** Safety requirements mandate that children must be directly supervised and are not typically allowed into others' appointments. Please consider this before bringing your children. The hospital's staff has the final say regarding what is allowable.

**Emergency Care:** Call 911 or the Keller Emergency Room at 845-938-4004/4005, or report to the nearest emergency room. No appointment or authorization is required for emergency care.

**Hospital Accreditation:** Keller Community Hospital is accredited by the Joint Commission on Accreditation of Healthcare Organizations. The mission of the Joint Commission on Accreditation of Healthcare Organizations is to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations. The Joint Commission is conducting unannounced surveys. As a patient, you can contact the Joint Commission with any patient safety or quality of care concerns. Please contact the Patient Representative for further information.

**ADMINISTRATION**

Command	938-4836
Information Management	938-4833
Logistics	938-2305
Managed Care	938-4254
Medical Nutrition Therapy	938-4717
Patient Administration	938-3607
Personnel:	
Military	938-4398
Civilian	938-3873
Plans Training Mobilization and Security	938-8228
Resource Management	938-6652
Safety	938-6307

**CLINICAL SERVICES**

Allergy and Immunizations	938-8476
Army Substance Abuse Program (ASAP)	938-7691
Community Mental Health	938-3441
Dermatology	938-5959
EDIS (Educational & Developmental Intervention Services)	938-6868
EFMP (Exceptional Family Member Program)	938-6881
Radiology	938-4840
Emergency Room	938-4004
Family Medicine	938-4114
Internal Medicine	938-5959
Mologne Cadet Health Clinic (MCHC)	938-3003
Physical Exams	938-5776
Quality	938-5874
Social Work Service (SWS)	
Family Advocacy	938-3441

**HOSPITAL SERVICES**

Medical/Surgical Unit	938-3004
Obstetrical Unit (OBU)	938-3210
Library	938-4883
Infection Control	938-4726
Post Anesthesia Care Unit (PACU) and Same Day Surgery (SDS)	938-3613
Laboratory/Pathology	938-4744
Preventative Medicine and Welfare:	
Community Health	938-2676
Environmental Health	938-5832
Industrial Health	938-5837
Occupational Health	938-3055
Special Care Unit (SCU)	938-6529

**SURGICAL SERVICES**

Anesthesia	938-3511
Audiology	938-6625
General Surgery	938-4822
OB/GYN	938-4741
Ophthalmology	938-3769
Optometry	938-2021
Orthopedics	938-4733
Pharmacy	938-2271
Physical Therapy	938-3324
Podiatry	938-4734

**Special Numbers**

Nurse Advise Line	938-7992
Information Desk	938-5169
Red Cross Volunteers	938-4365